

GENERAL CUSTOMER SERVICES TARIFF

GALLATIN RIVER  
COMMUNICATIONS L.L.C.

ILL. C.C.# 1  
Section 3  
Original Index 1

BASIC LOCAL EXCHANGE SERVICE

CONTENTS

SHEET

3.1 GENERAL

3.1.1 Regulations 1

3.2 EXCHANGE ACCESS LINE

3.2.1 Regulations 2

3.2.2 Rates and Charges 3

3.3 USAGE SERVICES

3.3.1 Regulations 4

3.3.2 Local Exchange Service Areas 5

3.3.3 Rates and Charges 7

3.4 RESALE/SHARED USE OF LOCAL EXCHANGE SERVICE

3.4.1 Definitions 9

3.4.2 Regulations 10

OFFICIAL FILE

ILL. C.C.# 01-0427  
Essex 11

DATE 10/31/01 BY [Signature]

ESSEX EXHIBIT NO. 11

ISSUED: October 27, 1998  
BY: James D. Ogg  
Executive Vice President  
Galesburg, Illinois

EFFECTIVE: November 1, 1998  
Pursuant to the Order of the  
Illinois Commerce Commission in  
Docket No. 98-0321, Dated October 21, 1998

## GENERAL CUSTOMER SERVICES TARIFF

GALLATIN RIVER  
COMMUNICATIONS L.L.C.

ILL. C.C.# 1  
Section 3  
Second Revised Sheet 1  
Cancels First Revised Sheet 1

### BASIC LOCAL EXCHANGE SERVICE

#### 3.1 GENERAL

##### 3.1.1 Regulations

- A. The provision of service at the rates and under the regulations shown in this Section is subject to the regulations shown elsewhere in this tariff as it now exists, or as it may be revised, added to or supplemented by superseding issues.
- B. The Company's exchanges, as outlined in this Section, are the same as the Exchange Boundary Area as shown on the Exchange Boundary Maps filed with the Illinois Commerce Commission.
- C. Basic Local Exchange Service is classified as local exchange telecommunications service.
- D. Service Connection Charges, as provided in Section 4, apply in addition to the rates and charges specified in this Section.
- E. Basic Local Exchange Services are available in the Company's Local Exchange Service Areas. The exchanges include:

|           |              |              |             |     |
|-----------|--------------|--------------|-------------|-----|
| Avon      | Cameron      | Dixon        | Forest City |     |
| Galesburg | Grand Detour | Green Valley | Harmon      |     |
| Havana    | Knoxville    | Lacon        |             | (D) |
| Manito    | Mt. Carroll  | Nelson       | North Pekin |     |
| Pekin     | Savanna      | South Pekin  |             | (D) |
| Talbott   | Thomson      | Topeka       | Wataga      |     |

ISSUED: June 26, 2001  
BY: Gary Hamilton  
President  
Galesburg, Illinois

EFFECTIVE: June 27, 2001  
Pursuant to the Order of the  
Illinois Commerce Commission in  
Docket No. 01-0071, Dated April 25, 2001

## GENERAL CUSTOMER SERVICES TARIFF

GALLATIN RIVER  
COMMUNICATIONS L.L.C.

ILL. C.C.# 1  
Section 3  
Original Sheet 2

### BASIC LOCAL EXCHANGE SERVICE

#### 3.2 EXCHANGE ACCESS LINE

##### 3.2.1 Regulations

- A. An Exchange Access Line is a central office line which provides access to the exchange telephone network for local and long distance telephone service.
- B. Rates for Exchange Access Lines are determined by the customer's exchange and class of service.
- C. With the exception of Integrated Services Digital Network (ISDN), Exchange Access Lines described in this Section provide an analog connection path.
- D. A directory listing associated with Exchange Access Lines will be provided as set forth in Section 6. Additional listings will be provided in accordance with Section 6.
- E. Exchange Access Lines are subject to the Subscriber Line Charge, as filed in NECA Access Tariff FCC #5, Section 4, at terms, conditions, and rates specified for the State of Illinois.
- F. Trunks arranged for DID require DID and Reserved Number Service, as provided in Section 10.
- G. Usage charges, as specified in Section 3.3.3, apply in addition to the Exchange Access Line charges.

---

ISSUED: October 27, 1998  
BY: James D. Ogg  
Executive Vice President  
Galesburg, Illinois

---

EFFECTIVE: November 1, 1998  
Pursuant to the Order of the  
Illinois Commerce Commission in  
Docket No. 98-0321, Dated October 21, 1998

# GENERAL CUSTOMER SERVICES TARIFF

GALLATIN RIVER  
COMMUNICATIONS L.L.C.

ILL. C.C.# 1  
Section 3  
Original Sheet 3

## BASIC LOCAL EXCHANGE SERVICE

### 3.2 EXCHANGE ACCESS LINE (Continued)

#### 3.2.2 Rates and Charges

The Exchange Access Line rates shown below are applicable in the Company's Local Exchange Service Areas.

#### Exchange Access Line Rates

| <u>Class of Service</u>                             | <u>S&amp;E</u>  | <u>Monthly Rate</u> |
|---|-----------------|---------------------|
| <u>Residence Service</u>                            |                 |                     |
| Residence Line                                      | 1MLC            | \$14.05             |
| Residence Second Line                               | 1MLC            | 14.05               |
| Remote Call Forward Line                            | FCE1SAC(ST)     | 14.05               |
| <u>Business Service</u>                             |                 |                     |
| Business Line                                       | 1MLC            | \$17.70             |
| Remote Call Forward Line                            | FCE1SAC(ST)     | 17.70               |
| Centrex Network Access                              | 1MCXDIG or 1MCX | 3.79                |
| ISDN  | 1MLCBRI         | 21.30               |
| Key Trunk   | 0NLC            | 17.70               |
| PBX Trunk   | TSN2LC          | 22.15               |
| PBX DID Trunk                                       | TSRTLCL         | 35.15               |
| <u>Customer Owned Pay Telephone Service (COPTS)</u> |                 |                     |
|   | 1MPT            | \$17.70             |
| <u>Foreign Exchange*</u>                            |                 |                     |
| FX Business Line                                    | 1MFX            | \$0.00              |
| FX Centrex Network Access                           | 1MCXFX          | 0.00                |
| FX ISDN   | 1MFXBRI         | 0.00                |
| FX Key Trunk  | 0NFX            | 0.00                |
| FX PBX Trunk  | TSN2FX          | 0.00                |
| FX PBX DID Trunk                                    | TSRTFX          | 0.00                |

\* FX Access Line S&E codes enable the billing of Minute of Use charges as specified in Section 8.1.2.H and Section 8.1.3.A.2.

ISSUED: October 27, 1998  
BY: James D. Ogg  
Executive Vice President  
Galesburg, Illinois

EFFECTIVE: November 1, 1998  
Pursuant to the Order of the  
Illinois Commerce Commission in  
Docket No. 98-0321, Dated October 21, 1998

## GENERAL CUSTOMER SERVICES TARIFF

GALLATIN RIVER  
COMMUNICATIONS L.L.C.

ILL. C.C.# 1  
Section 3  
Original Sheet 4

### BASIC LOCAL EXCHANGE SERVICE

#### 3.3 USAGE SERVICES

##### 3.3.1 Regulations

- A. Usage Services provide for the completion of Local Exchange Service Area telephone calls based on the application of usage charges. The exchanges which constitute the Local Exchange Service Area and for which usage charges apply are specified in Section 3.3.2.
- B. The usage charges for Local Exchange Service Area calling are based on minutes of use. Minute of Use charges are assessed on the initial minute and any subsequent minutes of the call. The initial minute charge applies for the initial connection period or any fraction thereof. Subsequent minute charges apply for each subsequent minute or fraction thereof that the connection continues beyond the initial minute.
- C. There are two types of Minute of Use rate schedules, Residence Minute of Use charges and Business Minute of Use charges. Minute of Use charges are determined by customer exchange and type of service, as described in Section 3.3.2.
- D. Tapered volume discounts are applicable for Minute of Use charges. Usage is accumulated on a per account basis during each customer's monthly billing cycle. A percentage discount is then applied, as appropriate, to each level of usage charge for the account. The Minute of Use discount rate schedules are shown in Section 3.3.3.
- E. Exchange Access Line charges, as specified in Section 3.2.2, apply in addition to the usage charges.
- F. Usage charges do not apply for calls to Emergency 9-1-1, the Company's Repair Service, or the Company's Business Offices.

---

ISSUED: October 27, 1998  
BY: James D. Ogg  
Executive Vice President  
Galesburg, Illinois

---

EFFECTIVE: November 1, 1998  
Pursuant to the Order of the  
Illinois Commerce Commission in  
Docket No. 98-0321, Dated October 21, 1998

## GENERAL CUSTOMER SERVICES TARIFF

GALLATIN RIVER  
COMMUNICATIONS L.L.C.

ILL. C.C.# 1  
Section 3  
Original Sheet 5

### BASIC LOCAL EXCHANGE SERVICE

#### 3.3 USAGE SERVICES (Continued)

##### 3.3.2 Local Exchange Service Areas

A. The following types of usage services are available in the Company's Local Exchange Service Areas:

1. Residence Usage Service

- a. Available to all residence customers as described in Section 3.2, preceding.
- b. Provides for Minute of Use charging on a timed basis for calls to certain exchanges in the Local Exchange Service Area, denoted by an asterisk, and listed in Section 3.3.2.D, following.
- c. Provides for Minute of Use charging on an untimed basis for calls to other exchanges in the Local Exchange Service Area.

2. Business Usage Service

- a. Available to business customers, including Business Line, Centrex Network Access, Key Trunk, PBX Trunk, and COPTS, as described in Section 3.2.2, preceding.
- b. Provides for Minute of Use charging on a timed basis for calls to exchanges in the Local Exchange Service Area.

B. Exchanges included in the Local Exchange Service Area are listed in Section 3.3.2.D, following.

C. The Minute of Use charge schedules are specified in Section 3.3.3, following.

---

ISSUED: October 27, 1998  
BY: James D. Ogg  
Executive Vice President  
Galesburg, Illinois

EFFECTIVE: November 1, 1998  
Pursuant to the Order of the  
Illinois Commerce Commission in  
Docket No. 98-0321, Dated October 21, 1998

# GENERAL CUSTOMER SERVICES TARIFF

GALLATIN RIVER  
COMMUNICATIONS L.L.C.

ILL. C.C.# 1  
Section 3  
First Revised Sheet 6  
Cancels Original Sheet 6

## BASIC LOCAL EXCHANGE SERVICE

### 3.3 USAGE SERVICES (Continued)

#### 3.3.2 Local Exchange Service Areas (Continued)

D. The Local Exchange Service Area includes the home exchange and the additional exchanges listed below.

| <u>Exchange</u> | <u>Additional Exchanges in the Local Exchange Service Area</u> |     |
|-----------------|--|-----|
| Avon            | ---  |     |
| Cameron         | Galesburg, Knoxville*, Wataga*, Monmouth                       |     |
| Dixon           | Harmon, Grand Detour, Nelson                                   |     |
| Forest City     | Manito, Talbott*   |     |
| Galesburg       | Wataga, Cameron, Knoxville                                     |     |
| Grand Detour    | Dixon, Harmon*, Nelson*  |     |
| Green Valley    | ---  |     |
| Harmon          | Dixon, Grand Detour*, Nelson                                   |     |
| Havana          | Topeka   |     |
| Knoxville       | Galesburg, Cameron*, Wataga                                    |     |
| Lacon           | Sparland   | (D) |
| Manito          | Forest City, Talbott   |     |
| Mount Carroll   | Savanna, Thomson   |     |
| Nelson          | Dixon, Grand Detour*, Harmon                                   |     |
| North Pekin     | Pekin, South Pekin*  |     |
| Pekin           | North Pekin, South Pekin, Talbott                              |     |
| Savanna         | Mount Carroll, Thomson   |     |
| South Pekin     | North Pekin*, Pekin, Talbott                                   | (D) |
| Talbott         | Forest City*, Manito, Pekin, South Pekin                       |     |
| Thomson         | Mount Carroll, Savanna   |     |
| Topeka          | Havana   |     |
| Wataga          | Galesburg, Cameron*, Knoxville, Oneida, Victoria               |     |

NOTE: Asterisk denotes timed calling for residence customers. Calls from business customers to the Local Exchange Service Area are timed.

ISSUED: May 31, 2001  
BY: Gary Hamilton  
President  
Galesburg, Illinois

EFFECTIVE: June 1, 2001  
Pursuant to the Order of the  
Illinois Commerce Commission in  
Docket No. 01-0071, Dated April 25, 2001

## GENERAL CUSTOMER SERVICES TARIFF

GALLATIN RIVER  
COMMUNICATIONS L.L.C.

ILL. C.C.# 1  
Section 3  
Original Sheet 7

### BASIC LOCAL EXCHANGE SERVICE

#### 3.3 USAGE SERVICES (Continued)

##### 3.3.3 Rates and Charges

A. The usage rates shown below are applicable in the Company's exchanges:

B. Residence Minute of Use Charge

|         | <u>Peak Period Rates</u>  |                              | <u>Discount Period Rates</u> |
|---------|---------------------------|------------------------------|------------------------------|
|         | <u>Initial<br/>Minute</u> | <u>Subsequent<br/>Minute</u> |                              |
| Untimed | \$0.05                    | (Not Applicable)             | 75% of the<br>peak period    |
| Timed   | \$0.03                    | \$0.015                      |                              |

C. Business Minute of Use Charge

|       | <u>Peak Period Rates</u>  |                              | <u>Discount Period Rates</u> |
|-------|---------------------------|------------------------------|------------------------------|
|       | <u>Initial<br/>Minute</u> | <u>Subsequent<br/>Minute</u> |                              |
| Timed | \$0.03                    | \$0.015                      | 75% of the<br>peak period    |

D. Rate Periods

|                  |  |
|------------------|--|
| Peak Period:     | 9:00 a.m. to 8:00* p.m., Monday - Friday   |
| Discount Period: | 8:00 p.m. to 9:00* a.m., Monday - Friday and<br>8:00 p.m. Friday to 9:00* a.m., Monday |

\* Up to, but not including

ISSUED: October 27, 1998  
BY: James D. Ogg  
Executive Vice President  
Galesburg, Illinois

EFFECTIVE: November 1, 1998  
Pursuant to the Order of the  
Illinois Commerce Commission in  
Docket No. 98-0321, Dated October 21, 1998



# GENERAL CUSTOMER SERVICES TARIFF

GALLATIN RIVER  
COMMUNICATIONS L.L.C.

ILL. C.C.# 1  
Section 3  
Original Sheet 8

## BASIC LOCAL EXCHANGE SERVICE

### 3.3 USAGE SERVICES (Continued)

#### 3.3.3 Rates and Charges (Continued)

##### E. Minute of Use Discount Rate Schedule

###### 1. Residence Usage Service

| <u>Total Accumulated Usage</u> | <u>Discount Applied</u> |
|--------------------------------|-------------------------|
| \$0.00 through \$2.50          | 0%                      |
| \$2.51 through \$5.00          | 10%                     |
| \$5.01 through \$15.00         | 15%                     |
| \$15.01 through \$30.00        | 30%                     |
| \$30.01 through \$60.00        | 40%                     |
| \$60.01 and over               | 50%                     |

###### 2. Business Usage Service

| <u>Total Accumulated Usage</u> | <u>Discount Applied</u> |
|--------------------------------|-------------------------|
| \$0.00 through \$20.00         | 0%                      |
| \$20.01 through \$90.00        | 10%                     |
| \$90.01 through \$175.00       | 20%                     |
| \$175.01 through \$375.00      | 30%                     |
| \$375.01 and over              | 50%                     |

ISSUED: October 27, 1998  
BY: James D. Ogg  
Executive Vice President  
Galesburg, Illinois

EFFECTIVE: November 1, 1998  
Pursuant to the Order of the  
Illinois Commerce Commission in  
Docket No. 98-0321, Dated October 21, 1998

## GENERAL CUSTOMER SERVICES TARIFF

GALLATIN RIVER  
COMMUNICATIONS L.L.C.

ILL. C.C.# 1  
Section 3  
Original Sheet 9

### BASIC LOCAL EXCHANGE SERVICE

#### 3.4 RESALE/SHARED USE OF LOCAL EXCHANGE SERVICE

##### 3.4.1 Definitions

The following is a list of definitions of terms used throughout this Section.

**CUSTOMER OF RECORD** - Person, corporation, or authorized representative identified as a Reseller or Shared User and responsible for the following:

- placing applications for service
- requesting additions, rearrangements, maintenance, or discontinuance of Company-provided service
- paying in full, charges incurred for the use of Company-provided service including, but not limited to, local and long distance message charges, and local and long distance directory assistance charges.

**INDIVIDUAL USER** - For purposes of this Section, Individual User refers to a customer of telephone service who is directly served by the Company at the Individual User's request.

**LOCAL SHARED USE** - The provision of local communications services by a Shared User to one or more End Users through a common switching and billing arrangement.

**DEMARCATIION POINT** - The point, located at the Customer of Record's premises or point of presence, where provision is made for connection of Customer of Record facilities to facilities provided by the Company.

**END USER** - For purposes of this Section, End User refers to a customer of telephone service provided by a Shared User.

**SHARED USER** - A Customer of Record who subscribes to Company service, shares it with non-public End Users, and then collects a fee from each End User.

---

ISSUED: October 27, 1998  
BY: James D. Ogg  
Executive Vice President  
Galesburg, Illinois

---

EFFECTIVE: November 1, 1998  
Pursuant to the Order of the  
Illinois Commerce Commission in  
Docket No. 98-0321, Dated October 21, 1998

## GENERAL CUSTOMER SERVICES TARIFF

GALLATIN RIVER  
COMMUNICATIONS L.L.C.

ILL. C.C.# 1  
Section 3  
Original Sheet 10

### BASIC LOCAL EXCHANGE SERVICE

#### 3.4 RESALE/SHARED USE OF LOCAL EXCHANGE SERVICE (Continued)

##### 3.4.2 Regulations

###### A. Scope

1. The provision of services by the Company as set forth in this tariff does not constitute a joint undertaking with a Customer of Record for the furnishing of any service.
2. The Company shall be responsible only for the installation, operation, and maintenance of the services it provides.
3. Services are provided twenty-four (24) hours daily, seven (7) days a week unless otherwise stated.

###### B. Limitations

1. The use and restoration of services shall be in accordance with Part 64, Subpart D, Appendix A, of the Federal Communications Commission's Rules and Regulations, which sets the priority system for such activities. (Title 47 Code of Federal Regulations (CFR).)
2. Subject to compliance with the above-mentioned rules, the service offered herein will be provided to Customers of Record on a first-come, first-served basis. The Company will use service order dates to determine service provision priority.

###### C. Provision of Services

The provision of all services under this tariff is dependent in all situations on the availability of Company plant and equipment.

ISSUED: October 27, 1998  
BY: James D. Ogg  
Executive Vice President  
Galesburg, Illinois

EFFECTIVE: November 1, 1998  
Pursuant to the Order of the  
Illinois Commerce Commission in  
Docket No. 98-0321, Dated October 21, 1998

## GENERAL CUSTOMER SERVICES TARIFF

GALLATIN RIVER  
COMMUNICATIONS L.L.C.

ILL. C.C.# 1  
Section 3  
Original Sheet 11

### BASIC LOCAL EXCHANGE SERVICE

#### 3.4 RESALE/SHARED USE OF LOCAL EXCHANGE SERVICE (Continued)

##### 3.4.2 Regulations (Continued)

###### D. Maintenance of Services

The services provided under this tariff shall be maintained by the Company. The Customer of Record or others may not, except with the prior written consent of the Company, rearrange, move, disconnect, remove, or attempt to repair any facilities provided by the Company, other than by connection or disconnection to any interface means used.

###### E. Changes and Substitutions

Except as provided for equipment and systems subject to FCC Part 68 regulations (Title 47 CFR), the Company may, where such action is reasonably required in the operation of its business:

1. substitute, change, or rearrange any facilities used in providing service under this tariff, including but not limited to:
  - a. substitution of different metallic facilities,
  - b. substitution of carrier or derived facilities for metallic facilities used to provide other than metallic facilities, and
  - c. substitution of metallic facilities for carrier or derived facilities used to provide other than metallic facilities;
2. change minimum network protection criteria;
3. change operating or maintenance characteristics of facilities; or
4. change operation or procedures of the Company.

---

ISSUED: October 27, 1998  
BY: James D. Ogg  
Executive Vice President  
Galesburg, Illinois

---

EFFECTIVE: November 1, 1998  
Pursuant to the Order of the  
Illinois Commerce Commission in  
Docket No. 98-0321, Dated October 21, 1998

## GENERAL CUSTOMER SERVICES TARIFF

GALLATIN RIVER  
COMMUNICATIONS L.L.C.

ILL. C.C.# 1  
Section 3  
Original Sheet 12

### BASIC LOCAL EXCHANGE SERVICE

#### 3.4 RESALE/SHARED USE OF LOCAL EXCHANGE SERVICE (Continued)

##### 3.4.2 Regulations (Continued)

##### E. Changes and Substitutions (Continued)

In case of any such substitution, change, or rearrangement, the facility parameters will be within the ranges provided by the facilities provided prior to such substitution, change, or rearrangement. The Company shall not be responsible if any such substitution, change, or rearrangement renders any Customer of Record furnished services obsolete or requires modification or alteration thereof or otherwise affects their use or performance. If a substitution, change, or rearrangement materially affects the operating characteristics of the facility, the Customer of Record will be given adequate notice in writing. Reasonable time will be allowed for any redesign and implementation required by the change in operating characteristics. The Company will work cooperatively with the Customer of Record to minimize any disruption caused or changes made necessary by changes in service.

##### F. Rights to Telephone Numbers

The Company reserves the right to assign, designate, or change telephone numbers or change the central office prefix associated with telephone numbers assigned to the Customer of Record as is reasonably necessary in the conduct of Company business. Written notice of any change will be given to the Customer of Record ninety (90) days in advance of the change. Where extenuating circumstances do not permit notice to be given ninety (90) days in advance, the Company will give notice within as reasonable a period of time as circumstances permit. The notice will contain an explanation of the reasons for the change.

##### G. Representations

The Company does not represent its facilities will meet standards other than those generally accepted within the telephone industry.

---

ISSUED: October 27, 1998  
BY: James D. Ogg  
Executive Vice President  
Galesburg, Illinois

---

EFFECTIVE: November 1, 1998  
Pursuant to the Order of the  
Illinois Commerce Commission in  
Docket No. 98-0321, Dated October 21, 1998

## GENERAL CUSTOMER SERVICES TARIFF

GALLATIN RIVER  
COMMUNICATIONS L.L.C.

ILL. C.C.# 1  
Section 3  
Original Sheet 13

### BASIC LOCAL EXCHANGE SERVICE

#### 3.4 RESALE/SHARED USE OF LOCAL EXCHANGE SERVICE (Continued)

##### 3.4.2 Regulations (Continued)

##### H. Interference or Impairment

1. The characteristics and methods of operation of any circuits, facilities, or equipment provided by other than the Company and associated with the facilities utilized to provide services under this tariff shall not interfere with or impair service over any facilities of the Company or its affiliated companies, cause damage to plant, impair the privacy of any communications carried over the facilities, or create hazards to employees of the Company or its affiliated companies or to the public.
2. Except as provided for equipment or systems subject to FCC Part 68 rules (Title 47 CFR), if such characteristics or methods of operation are not in accordance with 1. above, the Company will, where practicable, notify the Customer of Record that temporary discontinuance of the use of a service may be required; however, where prior notice is not practical, nothing contained herein shall be deemed to preclude the Company from temporarily discontinuing the use of a service if such action is reasonable under the circumstances. In case of such temporary discontinuance, the Customer of Record will be promptly notified and afforded the opportunity to correct the condition that gave rise to the temporary discontinuance.

---

ISSUED: October 27, 1998  
BY: James D. Ogg  
Executive Vice President  
Galesburg, Illinois

---

EFFECTIVE: November 1, 1998  
Pursuant to the Order of the  
Illinois Commerce Commission in  
Docket No. 98-0321, Dated October 21, 1998

## GENERAL CUSTOMER SERVICES TARIFF

GALLATIN RIVER  
COMMUNICATIONS L.L.C.

ILL. C.C.# 1  
Section 3  
Original Sheet 14

### BASIC LOCAL EXCHANGE SERVICE

#### 3.4 RESALE/SHARED USE OF LOCAL EXCHANGE SERVICE (Continued)

##### 3.4.2 Regulations (Continued)

##### I. Damages and Indemnification

1. The Customer of Record shall reimburse the Company for damages to the Company facilities utilized to provide services under this tariff caused by the negligence or willful act of the Customer of Record, its agents, employees, officers, directors, invitees, guests, End Users, and others using the services provided to the Customer of Record by the Company or resulting from improper use of the Company facilities by the Customer of Record, its agents, employees, officers, guests, customers, End Users, and others using the services provided to the Customer of Record by the Company, or due to malfunction of any facilities or equipment provided by other than the Company. Nothing in the foregoing provision shall be interpreted to hold one Customer of Record liable for another Customer of Record's actions. The Company will, upon reimbursement for damages, cooperate with the Customer of Record in prosecuting a claim against the person causing such damage and the Customer of Record shall be subrogated to the right of recovery by the Company for the damages to the extent of such payment.
2. The Company shall be indemnified, defended, and held harmless by the Customer of Record or End Users against any claim, loss, or damage arising from the use of services offered under this tariff. This obligation to indemnify, defend, and hold harmless shall attach to the Customer of Record or the End Users separately and each shall be responsible for its own acts and omissions, including:
  - a. claims for libel, slander, invasion of privacy, or infringement of copyright arising from any communications;
  - b. claims for patent infringement arising from combining or using the service furnished by the Company in connection with facilities or equipment furnished by the Customer of Record or End Users; and

---

ISSUED: October 27, 1998  
BY: James D. Ogg  
Executive Vice President  
Galesburg, Illinois

---

EFFECTIVE: November 1, 1998  
Pursuant to the Order of the  
Illinois Commerce Commission in  
Docket No. 98-0321, Dated October 21, 1998

## GENERAL CUSTOMER SERVICES TARIFF

GALLATIN RIVER  
COMMUNICATIONS L.L.C.

ILL. C.C.# 1  
Section 3  
Original Sheet 15

### BASIC LOCAL EXCHANGE SERVICE

#### 3.4 RESALE/SHARED USE OF LOCAL EXCHANGE SERVICE (Continued)

##### 3.4.2 Regulations (Continued)

##### I. Damages and Indemnification (Continued)

##### 2. The Company shall be indemnified... (Continued)

- c. all other claims arising out of any act or omission of the Customer of Record or End Users in the course of using service provided pursuant to this tariff.

##### J. Return of Facilities

Facilities provided by the Company into the possession or control of a Customer of Record shall be returned by the Customer of Record at its expense to the Company upon request within a prompt period of time following the request in as good a condition as when initially provided, reasonable wear and tear accepted.

##### K. Equipment Space and Power

The Customer of Record shall furnish or arrange to have furnished to the Company at no charge equipment space and electrical power required by the Company to provide services under this tariff at the point of termination of such services. The selection of AC or DC power shall be mutually agreed to by the Customer of Record and the Company. The Customer of Record shall also make necessary arrangements in order that the Company will have access to such spaces at reasonable times for installing, testing, repairing, or removing services or facilities of the Company.

##### L. Availability for Testing

The service provided under this tariff shall be available to the Company at times mutually agreed upon in order to permit the Company to make tests and adjustments appropriate for maintaining the service in satisfactory operating condition. Such tests and adjustments shall be completed within a reasonable time. No credit will be allowed for any interruptions involved during such tests and adjustments.

---

ISSUED: October 27, 1998  
BY: James D. Ogg  
Executive Vice President  
Galesburg, Illinois

---

EFFECTIVE: November 1, 1998  
Pursuant to the Order of the  
Illinois Commerce Commission in  
Docket No. 98-0321, Dated October 21, 1998



## GENERAL CUSTOMER SERVICES TARIFF

GALLATIN RIVER  
COMMUNICATIONS L.L.C.

ILL. C.C.# 1  
Section 3  
Original Sheet 16

### BASIC LOCAL EXCHANGE SERVICE

#### 3.4 RESALE/SHARED USE OF LOCAL EXCHANGE SERVICE (Continued)

##### 3.4.2 Regulations (Continued)

###### M. Balance

All signals for transmission over the services provided under this tariff shall be delivered by the Customer of Record balanced to ground except for loop and duplex (DX) type signaling and dc telegraph transmission at speeds of 75 baud or less.

###### N. Design of Customer Services

Subject to the provisions of Section 2, the Customer of Record shall be solely responsible at its own expense for the overall design of its services and for any redesigning or rearrangement of its services.

###### O. Reference to the Company

The Customer of Record may advise End Users certain services are provided by the Company in connection with the service the Customer of Record furnished to End Users; however, the Customer of Record shall not represent that the Company jointly participates in the Customer of Record's services without written permission.

###### P. Coordination with Respect to Network Contingencies

The Customer of Record shall, in cooperation with the Company, coordinate in planning the actions to be taken to maintain maximum network capability following natural or man-made disasters that affect telecommunications services.

---

ISSUED: October 27, 1998  
BY: James D. Ogg  
Executive Vice President  
Galesburg, Illinois

EFFECTIVE: November 1, 1998  
Pursuant to the Order of the  
Illinois Commerce Commission in  
Docket No. 98-0321, Dated October 21, 1998

## GENERAL CUSTOMER SERVICES TARIFF

GALLATIN RIVER  
COMMUNICATIONS L.L.C.

ILL. C.C.# 1  
Section 3  
Original Sheet 17

### BASIC LOCAL EXCHANGE SERVICE

#### 3.4 RESALE/SHARED USE OF LOCAL EXCHANGE SERVICE (Continued)

##### 3.4.2 Regulations (Continued)

###### Q. Assignment or Transfer of Services

The Customer of Record may not assign or transfer the use of services provided under this tariff, except where there is no interruption of use or relocation of the services, such assignment or transfer may be made to:

1. another Customer of Record whether an individual, partnership, association, or corporation provided the assignee or transferee expressly assumes all outstanding indebtedness for such services, the unexpired portion of the minimum period, and the termination liability applicable to such services, if any; or
2. a court appointed receiver, trustee, or other person acting pursuant to law in bankruptcy, receivership, reorganization, insolvency, liquidation, or other similar proceedings, provided the assignee or transferee expressly assumes the unexpired portion of the minimum period and the termination liability applicable to such services, if any. In all cases of assignment or transfer, the written acknowledgment of the Company is required prior to such assignment or transfer. The acknowledgment will be made within fifteen (15) days from the receipt of notification. All regulations and conditions contained in this tariff shall apply to such assignee or transferee. The assignment or transfer of service does not relieve or discharge the assignor or transferor from remaining jointly or severally liable with the assignee or transferee for any obligations existing at the time of the assignment or transfer.

---

ISSUED: October 27, 1998  
BY: James D. Ogg  
Executive Vice President  
Galesburg, Illinois

---

EFFECTIVE: November 1, 1998  
Pursuant to the Order of the  
Illinois Commerce Commission in  
Docket No. 98-0321, Dated October 21, 1998